

Attachment 3: Timely Processing of Applications/Workload Data

Attachment 3: Note from Deb: Focused Work Assignments to Support Service and Stability

From: [DOH DPA Director's Office \(DOH sponsored\)](#)
To: [DOH DPA Director's Office \(DOH sponsored\)](#)
Subject: Note from Deb: Focused Work Assignments to Support Service and Stability
Date: Wednesday, April 30, 2025 7:43:25 AM
Attachments: [image002.png](#)



April 30, 2025

Good afternoon DPA team,

We value your insights and recognize that continuous change can impact job satisfaction. With your feedback as our guide, we're taking decisive steps to foster stability for our team while enhancing the quality of customer service. Given our current staffing levels and transaction times, we are strategically allocating resources across our access points to ensure timely service delivery, and this is what it looks like:

Category	Staff Assigned
Untimely Casework	30
Virtual Contact Center (VCC)	23
Same-Day Support (Lobby)	20
Timely Casework (Non-Lobby)	29
Total Baseline Staffing	102

In the coming days, your leadership will be connecting with you to explain how this applies to your specific position. Please note that you will not be moved to a new team, and there will be no changes in supervision, your Needs Assistance Group, or the team huddle you attend. Our goal is to set you up for success with clear expectations and sustained support while we continue working to serve Alaskans. We will regularly assess the effects of this approach and will be sure to communicate if any adjustments are needed. We would also like to recognize the Support Units for their outstanding contributions, successfully processing NL Verification tasks and achieving remarkable results—working an average of 209 additional cases per week in recent weeks. These efforts highlight the power of focus, teamwork, and

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commitment to progress.

We're determined to tackle this work efficiently and effectively, turning challenges into opportunities for success. Together, we'll move forward with focus and momentum, achieving our goals with strength and determination.

Thank you for your ongoing commitment and flexibility.

Sincerely,

Deb Etheridge | Director

Division of Public Assistance, Alaska Department of Health

P.O. Box 110640 | Juneau, AK 99811-0640

907.465.2680 (office)

Deb.etheridge@alaska.gov

Backlog Summary Tab

Purpose: Provides an aggregated view of backlog applications and recertifications for various programs.

Columns

Program: Lists the programs (Adult Public Assistance, Food Stamps).
Time Buckets (e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.
Total: Total backlog count across all time buckets.

Timeliness Summary Tab

Purpose: Provides the average timeliness of approved applications and recertifications for the six months prior to the report month.

Timely Actions (timeframe)

Lists the timeliness for each program (Adult Public Assistance, SNAP) by category (Application, Recertification and SNAP Expedite Applications).

Application Decision Cycle time (timeframe): Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public Assistance, SNAP).
 Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public Assistance, SNAP).

SNAP Backlog Detail Tab

Purpose: Details the backlog specifically for the Supplemental Nutrition Assistance Program (SNAP), including expedited and non-expedited cases.

Columns

Program Categories: Breaks out SNAP expedited, non-expedited applications, and recertifications.
Time Buckets (e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.
Number Pending: The number that are being processed, in a pending status and not yet completed.
Number Unacted: Cases yet to be acted upon.
Oldest: Date of the oldest application/recertification case.

APA Backlog Detail Tab

Purpose: Provides the backlog for Adult Public Assistance (APA) applications and recertifications.

Columns

Program Categories: Breaks out APA applications and recertifications.
Time Buckets (e.g., 000-30 days, 031-45 days): Categories indicating how long applications/recertifications have been unacted or pending.
Number Pending: The number that are being processed, in a pending status and not yet completed.
Number Unacted: Cases yet to be acted upon.
Oldest: Date of the oldest application/recertification case.

SNAP Timeliness Detail Tab

Purpose: Details the application approval timeliness specifically for the Supplemental Nutrition Assistance Program (SNAP).

Rows:

Month: Identifies the calendar month related to the data in the row

Prev six: Aggregate data for the six months prior to the report month

Columns:

Total Approvals: The number of cases approved in the month for the related category (Application, Recertification, Expedite Application, All approvals)

Timely Approvals: The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, Expedite Application, All approvals)

Performance: The percentage of the total number of cases approved timely by category (Application, Recertification, Expedite Application, All approvals)

APA Timeliness Detail Tab

Currently under development: At this time we are experiencing an issue with one of our timeliness data reports not capturing all data points required to generate this metric for the APA program. The division has been able to identify the root cause of the APA data issue. This will take significant programming resources. Once scope of work is outlined a timeline for provision will be included.

Purpose: Details the application approval timeliness specifically for the Adult Public Assistance Program (APA)

Rows:

Month: Identifies the calendar month related to the data in the row

Prev six: Aggregate data for the six months prior to the report month

Columns:

Total Approvals: The number of cases approved in the month for the related category (Application, Recertification, All approvals)

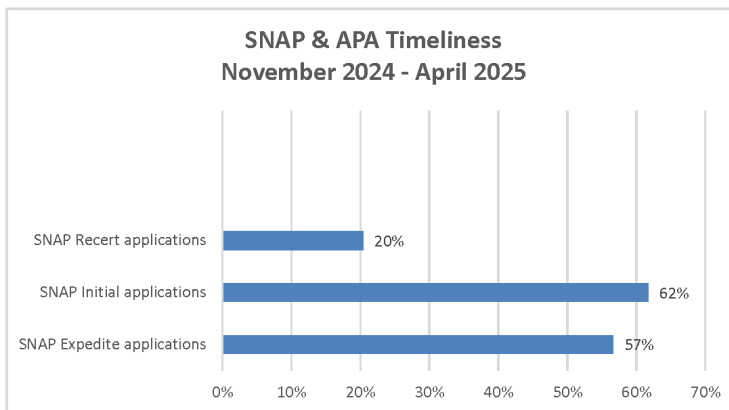
Timely Approvals: The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, All approvals)

Performance: The percentage of the total number of cases approved timely by category (Application, Recertification, All approvals)

Backlog Applications/Recertifications - Updated 05/08/2025															
Program	000 to 30 days	031-45 days	046-60 days	061-90 days	091-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total
Adult Public Assistance	-	150	116	253	150	79	20	-	1	-	-	-	-	-	755
APA Applications	-	159	119	231	150	79	20	-	-	-	-	-	-	-	758
APA Recertifications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SNAP Applications and Recertifications	438	626	302	1,136	596	271	887	416	11	-	-	-	1	-	4,580
Food Stamps (Expedite)	438	52	20	72	2	1	1	1	-	-	-	-	-	-	587
Food Stamps (non-Expedite Applications)	-	215	111	416	418	135	447	199	1	-	-	-	1	-	1,943
Food Stamps (Recertifications)	-	258	171	647	170	135	439	215	10	-	-	-	-	-	2,060
Total	438	681	419	1,368	745	350	907	416	12	0	0	0	1	0	5,335

State of Alaska Dept. of Health – Division of Public Assistance
SNAP and APA Timeliness - Report Date June 2025

Timely Actions November 2024 - April 2025	
Program	Percent Timely
SNAP Applications and Recerts	49%
SNAP Expedite applications	57%
SNAP Initial applications	62%
SNAP Recert applications	20%
Placeholder for APA Data	
Application Decision Cycle Time November 2024 - April 2025	
Program	Average Days
SNAP	41
Placeholder for APA Data	



SNAP Backlog Detail - 05/08/2025																		
Program	000 to 30 days	31-45 days	46-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total	Number Pending	Number Unassigned	Oldest
SNAP Total (Applications and Recerts)	430	325	302	1,105	585	271	867	415	11	-	-	-	1	-	4,590	306	2,774	2024-05-30
SNAP (Expedite > 7 days)	325	51	22	32	5	-	1	1	-	-	-	-	-	-	587	393	194	2024-11-07
SNAP (non-Expedite Applications)	-	215	111	416	410	135	447	180	1	-	-	-	1	-	1,943	265	1,678	2024-05-20
SNAP (Recertifications)	-	258	771	617	175	135	423	215	10	-	-	-	-	-	2,050	148	1,902	2024-09-20

APA Backlog Detail - 05/08/2025															
Program	100000 days	101000 days	102000 days	103000 days	104000 days	105000 days	106000 days	107000 days	108000 days	109000 days	110000 days	111000 days	112000 days	113000 days	114000 days
APA Total (Applications and Receipts)		120	110	230	150	70	20		3					770	67
APA Applications		120	110	230	150	70	20		3					770	67
APA Receipts															

Alaska Supplemental Nutrition Assistance Program Timeliness													
Month	Non-Expedite Applications			Expedite Applications			Recertifications			Total Initial Application and Recertification Timeliness			
	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Number of Approvals	Total Timely Approvals	Avg. Processing	Performance
Jul-24	1,057	828	78%	1,270	1,136	94%	1,089	796	73%	3,416	2,820	17	83%
Aug-24	934	628	67%	973	792	81%	759	320	42%	2,566	1,740	20	65%
Sep-24	1,050	557	63%	747	551	74%	749	195	26%	2,546	1,403	27	55%
Oct-24	978	689	70%	522	393	75%	794	191	24%	2,294	1,273	33	55%
Nov-24	947	502	59%	695	458	66%	1,033	184	18%	2,575	1,144	41	44%
Dec-24	846	525	62%	719	379	53%	783	153	20%	2,348	1,057	39	45%
Jan-25	1,077	671	62%	937	600	64%	703	129	18%	2,717	1,400	35	52%
Feb-25	873	540	62%	728	354	49%	520	119	23%	2,121	1,013	40	48%
Mar-25	944	600	64%	939	501	53%	642	183	29%	2,525	1,284	44	51%
Apr-25	1,065	650	61%	1,013	357	35%	574	101	18%	2,652	1,308	46	49%
Totals:	5,652	3,488	62%	5,081	2,849	57%	4,255	869	20%	14,938	7,206	41	48%

	Alaska Adult Public Assistance Timeliness Placeholder In process of developing data collection programming for this metric
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